

LUXEMBOURG

2023 Digital Public Administration factsheets

Annex 1. Selection of Topics: 2023

INTEROPERABILITY & INTEROPERABLE PUBLIC SERVICES



Cross-border interoperability

The **Luxembourg National Interoperability Framework (NIF)** was adopted on 1 March 2019. It defines principles, objectives, governance and recommendations in the field of interoperability, and gives specific guidance on how to set up interoperable digital public services. The **Once Only Technical System (OOTS)** is an initiative that allows information sharing between public administrations across borders between EU countries. It is cross-sectoral and can be extended beyond the current scope of life events defined in the Single Digital Gateway Regulation. It puts into practice the single principle that citizens should not be obliged to provide information to the authorities if another authority already holds that information in electronic form.

Luxembourg has also established an eIDAS node by notifying its national ID cards as an eIDAS compliant means of identification. Citizens and businesses with eIDAS-compliant authentication can connect to the interactive area of [MyGuichet.lu](https://myguichet.lu) single point of contact to perform various administrative procedures and view data.



Digital-ready policymaking

In April 2022, as part of the NIF, the Ministry for Digitalisation launched the "NIF4Gov" call for projects. NIF4Gov aims to support interoperability at the national level by setting up a framework concept to advise on projects selected by a jury and financed by the ministry.

INNOVATIVE USE OF TECHNOLOGIES BY THE PUBLIC SECTOR



Artificial Intelligence (AI)

In 2019, Luxembourg launched an AI partnership with NVIDIA, a global pioneer in AI technology and the graphics processing unit (GPU). The Luxembourg Strategic Vision for AI led to the creation of the [AI4Gov Interdepartmental Committee](#), composed of representatives from the Ministry of Digitization, the SMC and the Information and Press Service (SIP). In order to promote the use of AI in public administration, the AI4Gov Interdepartmental Committee launched two calls for experimentation projects in AI and data science in November 2019 and December 2020 respectively for public actors.



GovTech

GovTech Lab published a [communication](#) about the challenge Infrachain in 2022, where teams of developers will compete to develop a solution based on public sector blockchain combined with IoT to further optimise the state's energy consumption. Projects will be reviewed by the Ministry of Digitization, and the winning concept will be transformed into a public sector blockchain application. The GovTech Lab introduced a second channel for launching calls for solutions: [the SpeedUP](#). This approach is designed to seek innovative or already existing technological solutions and has a shorter duration than the regular partnership. Three SpeedUPs were launched in 2022: a legal study for the implementation of a digital mandate; an impact and feasibility analysis on open web content for the public sector and a dynamic data visualisation solution. Furthermore, the Govtech Lab works on creating a GovTech community.



Data exchanges with and within public administrations

[MyGuichet.lu](#) implements the Once Only principle, which means that the systematic reuse of data is imposed by the implementation of authentic sources in MyGuichet.lu. Public administrations can give a citizen (or a company) access to the data they already hold with that citizen (or company) through authentic sources. The citizen (or the company) can view this data in his personal space and reuse it to pre-fill an administrative procedure. Moreover, these processes are supported by the [EU open data](#) and the [Open data law](#).

Since the CTIE (Government IT Center) is the main provider of IT services for public administrations, most back-office applications are developed by the CTIE and/or hosted on its infrastructure. Hosting basic registers and back-offices in a single infrastructure and using the same framework to implement them also encourages the reuse of data between administrations (as long as use cases are covered by a legal basis).

To facilitate data sharing in the most secure way between applications, the CTIE has implemented an API gateway in recent years.